

Utility Billing Information - City of Payette, Idaho

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PAYETTE Idaho

"WHAT HOME FEELS LIKE"



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Welcome to the Utility Billing Department

We provide billing, payment processing, collection and customer service for the following

- Water
- Wastewater
- Curbside Residential Garbage Pick-Up

Our Utility billing system enables customers and City staff to efficiently manage billing questions and payments to better serve our customers. We strive to provide outstanding customer service in a professional and courteous manner whether it be by phone or in person. Some of the services of the Utility billing system are:

Online Payment - You can pay your City Utility Bill online with a Visa or MasterCard. The City of Payette uses BDS Payment Solutions to process credit card payments. There is a 3% convenience fee, with a \$2.00 minimum that is added to the balance you are paying on. Late payment fees will be assessed on payments received after the 20th of each month. (You can also make your debit/credit card payments over the phone, or in person at City Hall, but please note the 3% convenience fee or \$2.00 minimum still applies.) **Please note online bill pay is turned off during Shut Off Days.**

- **Go Paperless** and receive bills by e-mail (please [fill out our form](#) and submit it back to us) An added bonus to signing up for e-mailed statements is you receive your statement a few days sooner !!!!!
- Ability to pay your bill online
- Ability to pay with your debit/credit card (we do not

up for e-mailed statements is you receive your statement a few days sooner !!!!!

- Ability to pay your bill online
- Ability to pay with your debit/credit card (we do not accept Discover Card or American Express)

Utility Billing and Service Issues

Who to contact with water related issues

Please call the City of Payette at (208) 642-6024 or e-mail at billing@cityofpayette.com for assistance with the following:

- Setting up water service when moving in to a new home or business.
- Finalizing water service when moving out of your home or business.
- Arranging for "snow-bird" status when vacationing over the winter months.
- You have questions about your water billing.
- You have questions about water quality.
- Your meter is leaking or making excessive noise (contact the Payette County Police Dispatch after normal business hours, weekends or holidays at (208) 642-6006 x1175)

When you need to establish utilities services you must visit the office in person. Make sure you bring:

1. A photo I.D. (drivers license or state issued I.D.)
2. A security deposit of \$125 per living unit (commercial restaurants would be a \$300 security deposit)

Our hours of operation are Monday-Friday, 8 a.m. to 5 p.m. excluding Holidays. For your convenience, a utility payment drop box is located in front of the Payette City Hall building as well as behind City Hall in the alley. To contact us directly:

City of Payette Utility Billing
700 Center Avenue
Payette, Idaho 83661
Phone: 208-642-6024
Fax: 208-642-1412
billing@cityofpayette.com

Payment Options

Auto-Pay

The City is pleased to offer its utility customers the Auto Pay Program. Your Payette City Utility Bill will be paid via a direct withdrawal from your specified bank account on the due date each month (10th). You will still receive your monthly bill as usual, allowing approximately two weeks to review the bill before the payment is made. To sign up for Auto Pay, return the to City Hall.

[Auto Payment Form](#)

By Mail

Utility Bills can be mailed in to the office. All mailed Utility Bills are processed internally by City staff. Plan ahead if you are mailing your bill, bills are considered paid on the day they are processed, not the day they are mailed. **Please note: Mail takes a minimum of 2-3 business days to reach our office. ****If paying your bill through your bank's bill pay website, please note these payments will be MAILED to us and can take from 7-10 business days to reach Payette City Hall.******

Drop Box Locations

Payments deposited in the drop box are processed daily by City staff. The box is emptied every business morning by 8 a.m. and 4:30 p.m. Please be aware of the due date and when you are dropping your payment. Boxes are located:

- In the front of City Hall

4:30 p.m. Please be aware of the due date and when you are dropping your payment. Boxes are located:

- In the front of City Hall
- Behind City Hall in the alley (black box)

Note: If paying with cash, please come in person to City Hall (700 Center Avenue), so that we may issue you a receipt. **DO NOT** mail cash or leave cash in the drop box.

In Person

Bills can be paid in person at City Hall, located at 700 Center Avenue. Hours are 8 a.m. to 5 p.m., Monday - Friday, excluding Holidays.

If you pay late...

- a \$5.00 late fee will be applied to the balance of your account after the 20th of the month.
- Water service is subject to disconnection 30 days after the bill is due.
- Restoring service includes paying all past due bills and a reconnection fee of \$60.
- Checks returned for insufficient funds are subject to late penalties plus an additional \$20 return check fee. After 2 returned checks, we will no longer accept checks on the account.

Neighbors Helping Neighbors - Utility Assistance Program

The City of Payette has partnered with WICAP to start a Utility Assistance Program for families in need of help paying their water/sewer bill. Click the link below for more information or call City Hall at 642-6024.

[Neighbors Helping Neighbors](#)

Understanding your Water and Sewer Bill

The water base rate is \$6.87 per month. All water is billed at \$0.245 per 100 gallons of water. Customers without water service will pay a fee of \$5.25 per month for fire suppression maintenance fee. All of our water comes from wells and is not treated. The sewer base rate is \$17.38 per month. The sewer portion of your bill is based on water consumption. The usage rate is \$0.273 per 100 gallons of water. Customers who do not have water but are connected to the sewer system are charged \$30.00 per month; this total is based on an average sewer bill per month. Garbage is picked up curbside weekly by Hardin Sanitation. The monthly pick-up charge is \$11.58 and the cart is \$2.42. The City bills customers within the City limits for this service. If you are located outside City limits you will need to setup service with Hardin Sanitation directly at 642-2629

For example, a household using 5,000 gallons of water would receive the following bill:

Water: \$19.12

Sewer: \$31.03

Garbage Service: \$11.58

Garbage Can: \$2.42

Total: \$64.15 (estimated bill for a family of 3)

Do you have an Iphone or Ipad? This Water Usage Calculator app helps you determine what your bill could be by answering questions regarding the consumption of water in your home.

Why was My Bill Estimated?

It is our desire to capture actual water readings each month.

Why was My Bill Estimated?

It is our desire to capture actual meter readings each month, but sometimes it's just not possible. Many of our water meters are located in vaults, in the ground. When they become snow covered, or the ground freezes extremely hard, it's not always possible to get the meter cover off, and back on again safely. Under those conditions it becomes necessary to estimate water reads. The City Water Department does their best to keep these estimates at a minimum.



Official Website of the City of Payette, Idaho

City Hall 700 Center Avenue, Payette, Idaho 83661

Phone: 208-642-6024

Fax: 208-642-1412

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